



## Job Description

REF. No	HBC-HR-02
REV	01
REV Date	01-03-2020

Job Title	Operations Manager
Reporting To	General Manager
Company	Horizon Basra Company
Work Location	Iraq, Basra

### Job Overview

The Operations Manager will be responsible for overseeing the daily operations of our new hospitality project, which includes a 50-room and suite hotel, private pool chalets, central kitchen, food court, kids' area, pool, wedding venues, meeting rooms, and a shopping arcade. The ideal candidate will ensure the seamless operation of all facilities, maintain high standards of service, and maximize profitability while fostering a positive and productive work environment.

### Duties & Responsibilities

#### 1- Project Execution:

- Lead the operational planning and execution of the project.
- Coordinate with architects, contractors, and vendors to ensure timely and on-budget project completion.
- Oversee the setup and commissioning of all facilities and amenities.

#### 2- Operational Management:

- Develop and implement standard operating procedures (SOPs) for all departments.
- Ensure compliance with health, safety, and legal regulations.
- Manage and oversee daily operations across all facilities, including the hotel, chalets, central kitchen, food court, and more.
- Ensure high standards of customer service and guest satisfaction.
- Recruit, train, and manage staff across various departments.

#### 3- Financial Management:

- Develop and manage budgets, forecasts, and financial plans.
- Monitor financial performance and implement strategies to achieve financial goals.
- Oversee procurement and inventory management to ensure cost-effectiveness and quality.



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### 4- Guest Experience:

- Develop and implement strategies to enhance the guest experience across all facilities.
- Regularly review guest feedback and implement improvements based on insights.
- Marketing and Promotion: Collaborate with the marketing team to develop and execute promotional strategies.

### Personality

Pleasant & Progressive / Integrity / Self-Development / Very Good Oral, Written & Listening Skills.

### Qualifications

- Proven experience in managing hotel operations, including F&B, events, and guest services.
- Strong leadership and team management skills.
- Excellent financial acumen and experience managing budgets and financial plans.
- Exceptional organizational and multitasking abilities.
- Strong interpersonal and communication skills.
- Ability to work under pressure and handle challenging situations effectively.

### Experience

Minimum of 10 years of experience in operations management within the hospitality field.

### Education

Bachelor's degree in hospitality management, Business Administration, or a related field.